

**NO ANALYSIS REQUIRED**

Author: Davis Analyst: Deborah Barrett Bill Number: AB 865  
 Related Bills: See prior Analysis Telephone: 845-4301 Amended Date: June 24, 2008  
 Attorney: Patrick Kusiak Sponsor: \_\_\_\_\_

**SUBJECT:** Certain State Agencies Establish Procedure For Live Customer Service Agents To Answer Telephone Calls On Public Lines During Regular Business Hours

\_\_\_\_\_ ANALYSIS NOT REQUIRED of this bill – Not within scope of responsibility of this department.

\_\_\_\_\_ TECHNICAL BILL – No program or fiscal changes to existing program.

\_\_\_\_\_ BILL AS AMENDED NO LONGER WITHIN SCOPE of responsibility or program of the department.

X TECHNICAL AMENDMENT – No change in previously submitted analysis required. Approved position of prior analysis is \_\_\_\_\_.

\_\_\_\_\_ MINOR AMENDMENT – Remainder of previous analysis of the bill as introduced/amended \_\_\_\_\_ still applies.

\_\_\_\_\_ MINOR AMENDMENT – No change in approved position of \_\_\_\_\_.  
 See Comments below

\_\_\_\_\_ OTHER – See comments below.

**COMMENTS:**

This bill would require specified state agencies that use automated telephone answering equipment to have, for all incoming calls on its main public line, an option for the caller to reach a live customer service agent during business hours.

The June 24, 2008, amendments would make the requirements of the bill applicable only to specific agencies-- Franchise Tax Board is not included.

Board Position:	Franchise Tax Board Staff	Date
_____ S _____ NA _____ NP		
_____ SA _____ O <u>X</u> NAR	Deborah Barrett	7/8/08
_____ N _____ OUA _____ PENDING		